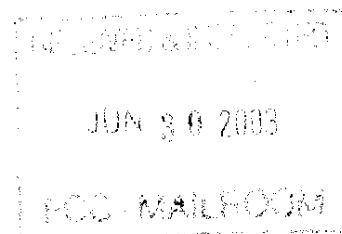


June 24, 2003

DOCKET FILE COPY ORIGINAL

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20544



Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 6-A432
Washington DC 20544
emyers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through May 31, 2003
Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

The Idaho Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Idaho. The State of Idaho's complaint summary is associated with the following database categories:

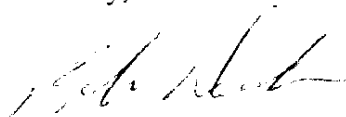
- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down
- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems

Doc. of Complaints to be
List ARBDDF 014

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 208-846-8371 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Bob Dunbar", written in a cursive style.

Bob Dunbar
Administrator, Idaho Telecommunications Relay Service

Idaho Complaint Report

6/1/02 to 5/31/03

Service Complaints—CA Hung Up on Caller

(via relay) Customer wondered why he was disconnected during his call and requested a return call or e-mail explaining what happened with his call.

Inquire Date 11/6/02
Record ID 5121
Call Taken By Operations Mgr
CA Number
Responded By Barb Handrup
Response Date 11/6/02
Resolution 11/6/02

Customer Service explained that we were having technical difficulties that resulted in his call being disconnected.

Customer Service later sent an e-mail further explaining that a software glitch had caused the problem, which has been resolved.

Service Complaints—CA Hung Up on Caller

Customer called to inquire why the CAs could not answer questions during or after a relay call. She was very unhappy because the CA disconnected her while she was asking a question.

Inquire Date 2/20/03
Record ID 5413
Call Taken By Supervisor
CA Number
Responded By Christa Cervantes
Response Date 2/20/03
Resolution 2/20/03

Customer Service explained certain policies that Relay is mandated to follow, including confidentiality, functional equivalence and why the CA is prohibited from becoming involved in a relay conversation. The Customer Service representative apologized for the CA disconnecting her during her question and explained that the CA should not have disconnected her without explaining what she was doing. The customer understood and was satisfied.

The CA was counseled by the Supervisor to ensure proper procedures are followed in the future and has been given a verbal reprimand for disconnecting this customer.

Technical Complaints—VCO Break-Down

(VCO user) This customer is having trouble receiving calls from the relay and further explained that it only seems to happen when his calls go through the Louisiana Center. The customer wants to have the problem investigated and would like his call returned with an explanation of the problem.

Inquire Date 12/10/02
Record ID 5306
Call Taken By Operations Mgr
CA Number
Responded By Barb Handrup/Christa Cervantes
Response Date 12/10/02
Resolution 12/10/02

Technicians did not find any technical issues that would have caused this. Technicians then checked the Customer's Profile for any changes. No changes had been made.

Customer Service attempted to call the customer for more information but was unable to reach him. A message was left on his answering machine, asking him to call Customer Service. A second attempt was made to contact him, with the same results. At this time, Customer Service has not been able to get in contact with this customer.

Service Complaints—Ringing/No Answer

This customer stated that they had been trying to reach the relay off and on all day, but were not getting an answer.

Inquire Date 4/18/03
Record ID 5470
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 4/18/03
Resolution 4/18/03

Customer Service explained that the relay was not experiencing any technical difficulties, but would have the technicians check to ensure that everything was working properly, and thanked the customer for calling. It was determined that there were no technical problems. The customer was contacted and informed that there were no technical reasons for her difficulties. She was pleased with the information given and stated she would try her call again.

On 4/18/03 – ITRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91 percent of all calls were answered within ten seconds.)

Technical Complaints--711 Problems

Inquire Date 8/8/02
Record ID 4869
Call Taken By Customer Service Rep
CA Number
Responded By Holly Thomas-Mowery
Response Date 8/9/02
Resolution 8/9/02

This customer e-mailed the Idaho Outreach Coordinator stating that 711 was not working and had not worked the previous day. He wanted to know why it was not working.

The Outreach Coordinator tested 711 from her telephone and it worked correctly. She suggested the customer try dialing it from the phone again and if it was not working, it might be a local telephone company issue. Customer Service requested that he call or email again if he had further difficulties. ITRS did not receive any other complaints that 711 was not working and no further contact was received from this customer.

Technical Complaints--Carrier of Choice Not Available/Other Equal Access

Inquire Date 9/13/02
Record ID 4922
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 9/13/02
Resolution 9/13/02

This customer stated that she was unable to place long distance calls through the relay when using her TTY. The relay stated her long distance is blocked, but Verizon, her long distance carrier, says there is no restriction.

Customer Service asked the customer to call back in to the relay so that Customer Service could observe the restriction.

The customer called the relay again and the originating telephone number appeared as a restricted number on the CA terminal. Customer Service suggested the customer call her local phone company regarding the block. Technicians verified that an 07 information digits indicated a block coming through to our switch. As of 9/27/02 Verizon was attempting to correct the problem for this customer because the relay cannot change any information digits coming from another location. Customer Service has not received any further inquiries from the customer regarding this matter.

Technical Complaints--Relay Not Available 24 Hrs a Day

Inquire Date 4/27/03
Record ID 5477
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 4/27/03
Resolution 4/27/03

Customer stated that her father has a PVCO unit and is having trouble making it work correctly. She also attempted to call both 711 and the 800 access number, but was unable to reach relay.

Customer Service explained how to use the PVCO unit and requested the customer make a test call into the relay. She stated she was only hearing TTY tones. Customer Service explained that was because the relay was connecting VCO automatically. The customer was not moving the PVCO device to the earpiece. Customer Service explained that we were experiencing high call volumes at the time she called and suggested that she stay on the line for the next available CA.

On 4/27/03 - ITRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91 percent of all calls were answered within ten seconds.)

Technical Complaints--VCO Break-Down

Inquire Date 6/19/02
Record ID 4699
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 6/19/02
Resolution 6/19/02

VCO customer had made a local call on the evening of 6/18/02. The customer had connected, but failed to receive any typing from the CA - only a loud whistling noise. The customer wondered what happened.

Customer Service contacted the Louisiana Center, where the call was processed to determine if they had any trouble reports from that evening. Nothing was reported. Technicians determined there was nothing to indicate a problem at the relay service during this customer's call.

Customer Service called the customer and left a message on his answering machine indicating that he should call his local telephone company to see if there was a problem with his telephone lines or equipment. The customer called again and stated that he would call his local telephone company. He was pleased with the information given.

DOCKET NO. 98-67

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